

[The Arizona Republic](#)

Colleen Sparks

Complaints about long lines at the post office are neither new nor unique to Ahwatukee.

But some village residents say waits at the Pecos station post office on South Desert Foothills Parkway near Pecos Road take the cake.

Their letters to The Ahwatukee Republic and an editorial urging better service at the office prompted a Saturday visit by U.S. Rep. Harry Mitchell.

"Everybody kind of complains about the lines at the post office," Mitchell said.

But he said the problems at the Ahwatukee office are not typical.

Mitchell met with Ronda Carrington, U.S. Postal Service manager of consumer affairs for the state of Arizona, and Cathy Hernandez, Pecos station customer service manager. Mitchell said he believes the postal workers are trying to improve service at the Pecos station.

"They want to have good service to the public, as well," he said. "They are going to be very responsive."

Ahwatukee resident Vera Greaves wrote a letter to Phoenix Postmaster Alvaro A. Alvarez asking that he review the Pecos station to improve service. Greaves said that on one day about a month ago she waited 35 minutes in line to mail a package as she watched postal workers help people apply for passports.

"They know their business," Greaves said. "They just move at a snail's pace."

Carrington said neither her office nor Alvarez's had seen the letter Greaves wrote.

She said she did tell employees to only help customers obtain passports if they have made an appointment and not to take walk-ins because it is time-consuming.

Carrington said the Pecos post office has adequate staff for the amount of business conducted there but that the population growth in Arizona has made it hard to keep up. "We do have lines at the post office," Carrington said. "We try to move it along. The Pecos employees are committed to customer service."

Ahwatukee resident Stephanie Hankins said she has a post office box at the Pecos station and at times has waited more than half an hour to retrieve certified mail.

"They do work unusually slow there," she said. "Open more windows and just be aware that people just do not have 30 minutes to mail a letter."

Resident Don Heckhaus said he prefers to go to the post office on 51st Street south of Elliot Road, where he said waits are shorter.

"I absolutely hate going down there," Heckhaus said of the Pecos station.

Carrington says customers can conduct much of their post office business online, including printing shipping labels, and ask their carriers to pick up their packages along their route.

She also suggested that people visit post offices during mid-afternoon or mid-morning, non-peak times.

"It's like I always avoid the bank on Fridays on pay days," Carrington said.

Those who have complaints about service may contact a supervisor or manager at the branch or call the U.S. Postal Service's 24-hour information hotline at 1-800-275-8777. For more information, visit www.usps.com.